General Services Administration
Federal Supply Service

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

Special Item Number (SIN): 54151S – Information Technology Professional Services

Contract Number: GS-35F-0445T

Contract Period: May 24, 2017 – May 23, 2022

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Creative IT Solutions, LLC
2000 N Classen Blvd, Ste 1700
Oklahoma City, OK 73106
405-526-1030
https://dnigov.com/creative-it-solutions/
Tribally Owned Business

Pricelist is current through Modification PO-0029 dated October 16, 2018.
CUSTOMER INFORMATION

1a. Special Item Number 54151S – Information Technology (IT) Professional Services
   NAICS 541511 Custom Computer Programming Services
   NAICS 541512 Computer Systems Design Services
   NAICS 541513 Computer Facilities Management Services
   NAICS 541519 Other Computer Related Services

1b. Lowest Priced Model and Unit Identification: Contractor acknowledges that the rates to the Federal Government are equal to those of its current, competitive customers throughout the duration of this GSA contract. With the concessions offered by Contractor, GSA is receiving the proposed rates as low (or lower) than the rates charged any customer for same or similar labor categories.

1c. Hourly Rate Description: see pages 5 – 54

2. Maximum Order: The maximum order for SIN 54151S - Information Technology Professional Services is $500,000.

3. Minimum Order: The minimum order for SIN 54151S - Information Technology Professional Services is $100.

4. Geographic Coverage: Domestic Delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic Delivery also includes a port or consolidation point, within the aforementioned areas for orders received from overseas activities.

5. Point(s) of Production (city, county, and state or foreign country): Not applicable to IT Professional Services (SIN 54151S).

6. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity Discounts: 5.5% on orders over $500,000.

8. Prompt Payment Terms: None

9a. Purchase Cards Below Micro-Purchase Threshold: Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract.

9b. Purchase Cards Above Micro-Purchase Threshold: The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

10. Foreign Items: All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

11a. Time of Delivery: The Contractor shall negotiate delivery time with the ordering agency at the time of order.

11b. Expedited Delivery: Not applicable to IT Professional Services (SIN 54151S).

11c. Overnight and 2-day Delivery: Not applicable to IT Professional Services (SIN 54151S).
11d. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB Points:** Destination

13a. **Ordering Address:** Creative IT Solutions, LLC  
2000 N Classen Blvd, Ste 1700  
Oklahoma City, OK 73106  
(405) 526-1030

13b. **Ordering Procedures:** Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405-3 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

(405) 815-3116 – Lance Goll, COO (Program Management)  
(405) 526-1030 – Laura Ponder, Contracts Manager (Program Management/Contracts)  
(405) 526-1039 – fax

14. **Payment Address:** Creative IT Solutions, LLC  
6608 N Western #336  
Oklahoma City, OK 73116

15. **Warranty Provision:** For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

1. Time of delivery/installation quotations for individual orders;
2. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
3. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

The above is not intended to encompass items not currently covered by the GSA Schedule contract. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

16. **Export Packing Charges:** Not applicable to IT Professional Services (SIN 132-51).

17. **Terms and Conditions of Government Purchase Card Acceptance:** see Item 9

18. **Terms and Conditions of Rental, Maintenance, and Repair:** Not applicable to IT Professional Services (SIN 54151S)

19. **Terms and Conditions of Installation:** Not applicable to IT Professional Services (SIN 54151S)
20. **Terms and Conditions of Repair Parts:** Not applicable to IT Professional Services (SIN 54151S).

20a. **Terms and conditions of any other services:** Not applicable to IT Professional Services (SIN 54151S).

21. **List of Service and Distribution Points:** Not applicable to IT Professional Services (SIN 54151S).

22. **List of Participating Dealers:** Not applicable to IT Professional Services (SIN 54151S).

23. **Preventative Maintenance:** Not applicable to IT Professional Services (SIN 54151S).

24a. **Special Attributes:** Not applicable to IT Professional Services (SIN 54151S).


25. **DUNS:** 969974919

26. **System for Award Management:** Contractor is registered in SAM.
### SERVICE AREA: A - Management Support Services

#### LABOR CATEGORY DESCRIPTIONS:

<table>
<thead>
<tr>
<th>SERVICE CODE</th>
<th>COMMERCIAL JOB TITLE</th>
<th>MINIMUM/GENERAL EXPERIENCE</th>
<th>FUNCTIONAL RESPONSIBILITY</th>
<th>MINIMUM EDUCATION</th>
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</thead>
<tbody>
<tr>
<td>A01</td>
<td>Program Manager I</td>
<td>Ten years direct experience in the last 15 years</td>
<td>Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.</td>
<td>Bachelor’s Degree in a relevant discipline. With at least 18 years of general experience of which 15 years is directly related experience, a degree is not required.</td>
</tr>
<tr>
<td>A02</td>
<td>Program Manager II</td>
<td>Fifteen years direct experience in the last 20 years</td>
<td>Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.</td>
<td>Advanced degree in a relevant discipline. With at least 25 years of general experience of which 20 years is directly related experience, an advanced degree is not required.</td>
</tr>
<tr>
<td>A03</td>
<td>Program Manager III</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MINIMUM/GENERAL EXPERIENCE: Fifteen years direct experience in the last 20 years.

FUNCTIONAL RESPONSIBILITY: Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

MINIMUM EDUCATION: Advanced degree in a relevant discipline. With at least 27 years of general experience of which 25 years is directly related experience, an advanced degree is not required.

SERVICE CODE: A04

COMMERCIAL JOB TITLE: Project/Task Order Manager I

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last eight years.

FUNCTIONAL RESPONSIBILITY: Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: A05

COMMERCIAL JOB TITLE: Project/Task Order Manager II

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least 15 years of general experience of which 12 years is directly related experience, a degree is not required.
SERVICE CODE: A06

COMMERCIAL JOB TITLE: Project/Task Order Manager III

MINIMUM/GENERAL EXPERIENCE: Ten years direct experience in the last 15 years.

FUNCTIONAL RESPONSIBILITY: Accountable for all aspects of project or task order performance. Provides overall direction to all project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

MINIMUM EDUCATION: Advanced Degree in a relevant discipline. With at least 20 years of general experience of which 15 years is directly related experience, a degree is not required.

SERVICE CODE: A07

COMMERCIAL JOB TITLES: Financial Analyst I

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: A08

COMMERCIAL JOB TITLE: Financial Analyst II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last 8 years.

FUNCTIONAL RESPONSIBILITY: Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost
analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed. May direct more junior Financial Analysts.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: A09

COMMERCIAL JOB TITLE: Financial Analyst III

MINIMUM/GENERAL EXPERIENCE: Seven years direct experience in the last 10 years.

FUNCTIONAL RESPONSIBILITY: Formulates and plans computer-based financial systems and funding systems. Reviews financial reports, formulates budgets, develops budgetary labor rates. Provides guidance to others concerning the interpretation of financial data. Provides financial and cost analysis with proven expertise in the management and control of funds and resources. Provides technical and financial justifications (obtained by collecting information relevant to the decision and displaying that information in standard formats) in support of information technology projects. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed. May direct more junior Financial Analysts.

MINIMUM EDUCATION: Advanced Degree in a relevant discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: A10

COMMERCIAL JOB TITLE: Quality Specialist

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last 5 years.

FUNCTIONAL RESPONSIBILITY: Reviews work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Program and/or Project Manager to ensure problem solution and user satisfaction. Performs analysis and design of business applications on complex, large scale Information Technology (IT) and related communications systems, database management, and use of programming languages. Develops and implements quality programs such as verification and validation, Configuration Management (CM), ISO
certification, Total Quality Management (TQM), Quality Assurance (QA), Quality Control (QC) and continuous improvement. Works independently or under only general direction on complex quality problems involving all phases of IT projects.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** A11

**COMMERCIAL JOB TITLE:** Project Control Specialist

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last 8 years.

**FUNCTIONAL RESPONSIBILITY:** Normally works in direct support of the program/project manager. Oversees financial management and administrative information and activities, such as budgeting, manpower and resource planning and financial reporting. Prepares and analyzes financial statements, and develops complex project schedules for tracking costs and other management activities. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE AREA: B – System Analysis, Design and Implementation Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: B01

COMMERCIAL JOB TITLE: Systems Architect I

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last 8 years.

FUNCTIONAL RESPONSIBILITY: Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

MINIMUM EDUCATION: Bachelor’s Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: B02

COMMERCIAL JOB TITLE: System Architect II

MINIMUM/GENERAL EXPERIENCE: Seven years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems...
development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 12 years of general experience of which nine years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B03

**COMMERCIAL JOB TITLE:** System Architect III

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last fifteen years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.

Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 12 years of general experience of which nine years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B04

**COMMERCIAL JOB TITLE:** System Architect IV

**MINIMUM/GENERAL EXPERIENCE:** Fifteen years direct experience in the last twenty years.

**FUNCTIONAL RESPONSIBILITY:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration.

Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks.
which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

**MINIMUM EDUCATION:** Advanced degree in a related discipline. With at least 15 years of general experience of which twelve years is directly related experience, an advanced degree is not required.

**SERVICE CODE:** B05

**COMMERCIAL JOB TITLE:** Information Engineer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provide input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.

**MINIMUM EDUCATION:** Bachelor’s Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B06

**COMMERCIAL JOB TITLE:** Information Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

**MINIMUM EDUCATION:** Bachelor’s Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE CODE: B07

COMMERCIAL JOB TITLE: Information Engineer III

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

MINIMUM EDUCATION: Bachelor’s Degree in a related discipline. With at least twelve years of general experience of which nine years is directly related experience, a degree is not required.

SERVICE CODE: B08

COMMERCIAL JOB TITLE: Information Engineer IV

MINIMUM/GENERAL EXPERIENCE: Ten years direct experience in the last twelve years.

FUNCTIONAL RESPONSIBILITY: Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

MINIMUM EDUCATION: Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: B09
COMMERCIAL JOB TITLE: Systems Analyst I

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Provides a variety of support, including analysis of system requirements and development of methods for solving problems. Under the direction of a Senior Analyst, produces flowcharts and associated documentation, as required. Assists in the development of task-level specification based on system-level requirements using flowcharts, milestone charts and associated documents. Participates in the testing of analytical methods, revising and refining the documents used throughout the program. Participates in the review of existing processing systems in order to suggest refinements, reduce operating time and improve present techniques.

MINIMUM EDUCATION: Bachelor’s Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: B10

COMMERCIAL JOB TITLE: Systems Analyst II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last seven years.

FUNCTIONAL RESPONSIBILITY: Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements. Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

MINIMUM EDUCATION: Bachelor’s Degree in a related discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: B11

COMMERCIAL JOB TITLE: Systems Analyst III

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-
implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements. Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B12

**COMMERCIAL JOB TITLE:** Systems Analyst IV

**MINIMUM/GENERAL EXPERIENCE:** Ten years direct experience in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Serves as computer systems expert on assignments that typically involve the establishment of a framework for new automated systems where concern is with overall structure involving life cycle involvement ranging from the conduct of feasibility studies to post-implementation evaluation; from a number of possible approaches. Projections are required from inconclusive workload data, technological advances are usually untried at the scale to which application is required; integration with existing systems is required. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements. Duties require a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise policy making officials on systems design and ADP forecasts.

**MINIMUM EDUCATION:** Advanced Degree in a related discipline. With at least fifteen years of general experience of which twelve years is directly related experience, a degree is not required.

**SERVICE CODE:** B13

**COMMERCIAL JOB TITLE:** Business Process Reengineering Specialist

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Provides group
facilitation, interviewing, training, and provides additional forms of knowledge transfer. Process improvement activities may also include IT facility planning and management.

**MINIMUM EDUCATION:** Bachelor’s Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B14

**COMMERCIAL JOB TITLE:** Business Information Requirements Analyst

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**MINIMUM EDUCATION:** Bachelor’s Degree in a related discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** B15

**COMMERCIAL JOB TITLE:** Business Information Requirements Analyst II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.
MINIMUM EDUCATION: Bachelor’s Degree in a related discipline. With at least ten years of general experience of which seven years is directly related experience, a degree is not required.

SERVICE CODE: B16

COMMERCIAL JOB TITLE: Business Information Requirements Analyst III

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. As appropriate, applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

MINIMUM EDUCATION: Advanced Degree in a related discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: B17

COMMERCIAL JOB TITLE: Systems Engineer I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last two years.

FUNCTIONAL RESPONSIBILITY: Under supervision, assists in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Analyzes and develops technical documentation detailing the integration and system performance. Performs with little latitude for unreviewed actions and decisions. May perform other duties as assigned, such as continuing Y2K support.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least six years of general experience, of which four years is directly related experience, a degree is not required.

SERVICE CODE: B18
COMMERCIAL JOB TITLE: Systems Engineer II

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last six years.

FUNCTIONAL RESPONSIBILITY: Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Supports a Senior Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Performs with some latitude for unreviewed actions and decisions. Coordinates the activities of Systems Engineers and Junior Systems Engineers assigned to specific systems engineering projects. May perform other duties as assigned, such as ongoing Y2K support.

MINIMUM EDUCATION: Bachelor's Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: B19

COMMERCIAL JOB TITLE: Systems Engineer III

MINIMUM/GENERAL EXPERIENCE: Six years direct experience in the last eight years.

FUNCTIONAL RESPONSIBILITY: Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions. May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

MINIMUM EDUCATION: Bachelor's Degree in a relevant discipline. With at least 12 years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: B20

COMMERCIAL JOB TITLE: Systems Engineer IV

MINIMUM/GENERAL EXPERIENCE: Ten years direct experience in the last twelve years.

FUNCTIONAL RESPONSIBILITY: Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions.
May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least 15 years of general experience of which ten years is directly related experience, a degree is not required.

**SERVICE CODE:** B21

**COMMERCIAL JOB TITLE:** Systems Engineer V

**MINIMUM/GENERAL EXPERIENCE:** Twelve years direct experience in the last fifteen years.

**FUNCTIONAL RESPONSIBILITY:** Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude for unreviewed actions and decisions. May supervise more junior Systems Engineers as required. May perform other duties as assigned, such as millennium (Y2K) support.

**MINIMUM EDUCATION:** Advanced Degree in a relevant discipline. With at least 20 years of general experience of which fifteen years is directly related experience, a degree is not required.

**SERVICE CODE:** B22

**COMMERCIAL JOB TITLE:** Network Engineer I

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Performs a variety of network engineering tasks that are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher-level engineer. Performs with some latitude for unreviewed actions and decisions. Coordinates the activities of Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.
SERVICE CODE: B23

COMMERCIAL JOB TITLE: Network Engineer II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last eight years.

FUNCTIONAL RESPONSIBILITY: Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: B24

COMMERCIAL JOB TITLE: Network Engineer III

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience in the last ten years.

FUNCTIONAL RESPONSIBILITY: Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

MINIMUM EDUCATION: Advanced Degree in a relevant discipline. With at least twelve years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: B25
COMMERCIAL JOB TITLE: Network Engineer IV

MINIMUM/GENERAL EXPERIENCE: Ten years direct experience in the last twelve years.

FUNCTIONAL RESPONSIBILITY: Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

MINIMUM EDUCATION: Advanced Degree in a relevant discipline. With at least fifteen years of general experience of which twelve years is directly related experience, a degree is not required.
SERVICE AREA: C – Software Engineering and Programming Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: C01

COMMERCIAL JOB TITLE: Software Engineer I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last two years.

FUNCTIONAL RESPONSIBILITY: Works under supervision to support the activities of a more senior Systems/Programmer Analyst. Supports the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Assists in end-user training. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include continuing millennium (Y2K) support.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

SERVICE CODE: C02

COMMERCIAL JOB TITLE: Software Engineer II

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Works under supervision to support the activities of a more senior Systems/Programmer Analyst. Supports the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Codes, in accordance with specific design parameters, system software modules as directed by a more senior Systems/Programmer Analyst. Assists in the management of software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Trains end-users. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides
software conversion and implementation support to include millennium (Y2K) support. May be a technical lead for more junior Software Engineers.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** C03

**COMMERCIAL JOB TITLE:** Software Engineer III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Works independently, with management review of end results. Has prime accountability for the development, maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software specifications, tests, debugs, and refines computer software to produce the required product. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Recommends to management the purchase or lease of system software packages and related hardware. Identifies, evaluates, tailors and directs the implementation of vendor-supplied software packages. Organizes and implements end-user training programs. Prepares documentation, including both program level and user level documentation as required. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include millennium (Y2K) support. May supervise more junior Software Engineers.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** C04

**COMMERCIAL JOB TITLE:** Computer Programmer I

**MINIMUM/GENERAL EXPERIENCE:** One year direct experience in the last two years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Assists in resolving basic operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating
minimize or improve efficiency. Provides software conversion and implementation support to include continuing Y2K support.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

**SERVICE CODE:** C05

**COMMERCIAL JOB TITLE:** Computer Programmer II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of nonstandard operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include continuing Y2K support. May provide technical direction to more junior programmers.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** C06

**COMMERCIAL JOB TITLE:** Computer Programmer III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of difficult operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include millennium (Y2K) support. May provide technical direction and supervision to more junior programmers.

**MINIMUM EDUCATION:** Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE AREA: D – Database Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: D01

COMMERCIAL JOB TITLE: Database Specialist I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last two years.

FUNCTIONAL RESPONSIBILITY: Performs under the guidance of more senior specialists to help develop Database Management Systems (DBMS). Assists in engineering and systems analysis to support design, development, test, configuration, and integration of new or modified large-scale relational database systems. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Using knowledge of computer equipment, develops software to satisfy design objectives. Prepares required documentation, including both program-level and user-level documentation. Performs database administration (DBA) services including installation, configuration, administration, performance monitoring, tuning, backup, and disaster recovery strategies for operational and developmental databases.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.

SERVICE CODE: D02

COMMERCIAL JOB TITLE: Database Specialist II

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Provides technical expertise in the use of Database Management Systems (DBMS). Defines file organization, indexing methods, and security procedures for specific user applications. Performs software engineering and systems analysis to support design, development, test, configuration, and integration of new or modified large-scale relational database systems. Analyzes and develops computer software processing a wide range of capabilities, including data warehouse technologies, business data model, Executive Information Management, and Decision Support System. Analyzes user interfaces, maintain hardware and software performance tuning, analyzes workload and
computer usage, maintains interfaces with outside systems, analyzes proposed system modifications, upgrades and new commercial-off-the-shelf (COTS) products. Prepares required documentation, including both program-level and user-level documentation. Performs database administration (DBA) services including installation, configuration, administration, performance monitoring, tuning, backup, and disaster recovery strategies for operational and developmental databases. Provides database design, client/server integration, database modeling, and support for systems under development. Coordinates functional design and system architecture issues between parties involved in the development process. Prepares required documentation, including both program-level and user-level documentation. May provide technical guidance to more junior Database Specialists.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: D03

COMMERCIAL JOB TITLE: Database Specialist III

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last seven years.

FUNCTIONAL RESPONSIBILITY: Develops and administers large-scale Database Management Systems (DBMS). Participates in the design and development of DBMS at the highest level, and in defining the core system and subsystems. Directs the entire software development process, from the establishment and definition of requirements to implementation, acceptance, and maintenance. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met. Manages high-level databases. Provides technical guidance to systems and applications programmers. Directs and participates in the conceptual system design and specification. Reviews computer database information software support systems and data requirements, as well as communication and response needs, and recommends operating systems and languages to support them. Develops test plans and test data for operating systems and support software. Assists with the design and documentation of data requirements, system test and implementation plans, and system demonstrations. May supervise more junior Database Management Specialists.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE AREA: E – System Operations Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: E01

COMMERCIAL JOB TITLE: Systems Operator I

MINIMUM/GENERAL EXPERIENCE: Six months of direct experience in the last year.

FUNCTIONAL RESPONSIBILITY: Under the guidance of more senior operators, provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Task typically requires: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; troubleshooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: E02

COMMERCIAL JOB TITLE: Systems Operator II

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; troubleshooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with
other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** E03

**COMMERCIAL JOB TITLE:** Systems Operator III

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Provides operation of mainframe, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; trouble shooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required. May supervise more junior operators.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** E04

**COMMERCIAL JOB TITLE:** Operations Manager

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Supervises and administers computer operations. Schedules machine time and directs data entry efforts. Provides users with computer output. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.

**MINIMUM EDUCATION:** Associate’s degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE CODE: (Please refer to Service Area K, Position K07)

COMMERCIAL JOB TITLE: Computer Data Library Operator
SERVICE AREA: F – Communications/Network Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: F01

COMMERCIAL JOB TITLE: Communications Network Technician I

MINIMUM/GENERAL EXPERIENCE: Two years direct experience in the last three years, and applicable certifications such as those applicable to fiber optics cable.

FUNCTIONAL RESPONSIBILITY: Reviews work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, network cards, and wires. Reads technical manuals to learn correct settings for equipment. Measures, cuts, and installs wires and cables. Splices wires or cables, using hand-tools or soldering iron. Connects microcomputer or terminals to data communication lines. Develops test plans and tests communication lines to ensure that data is being transmitted between locations according to specifications using testing instruments such as voltmeter and data scope. Uses diagnostic techniques to locate problem, and repairs wiring, cables. When equipment repair is required, coordinates with maintenance organization or company. Monitors repair activity to ensure repair or replacement is done in a timely manner. May plan layout and installation of data communications equipment. May negotiate and place orders with common carriers.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: F02

COMMERCIAL JOB TITLE: Communications Network Technician II

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last five years, and applicable certifications such as those applicable to fiber optics cable.

FUNCTIONAL RESPONSIBILITY: With minimal technical guidance, installs and repairs data communications lines and equipment. Reviews work orders to move, change, install, repair, or remove data communications equipment, such as modems, cables, network cards, and wires. Reads technical manuals to learn correct settings for equipment. Measures, cuts, and installs wires and cables. Splices wires or cables, using hand-tools or soldering iron. Connects microcomputer or terminals to data communication lines. Develops test plans and tests communication lines to ensure that data is being transmitted between locations according to specifications using testing instruments such as voltmeter and data scope. Uses diagnostic techniques to locate problem, and repairs wiring, cables. When equipment repair is required, coordinates with maintenance organization or company. Monitors repair activity to ensure repair or replacement is done in a timely manner. May plan layout and installation of data
communications equipment. May negotiate and place orders with common carriers. May function as a technical lead for more junior specialists.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F03

**COMMERCIAL JOB TITLE:** Data Communications Control Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years.

**FUNCTIONAL RESPONSIBILITY:** Monitors data communications network to ensure that network is available to all system users and resolves data communications problems. Calls service technician for service when problems cannot be resolved. Monitors data communications traffic, records problems and actions taken in tracking system. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May train staff and users to use equipment. May coordinate installation or install communications lines, network cabling, and communication devices. Explains data communications diagnostic and monitoring procedures to operators, using computer terminal and following vendor's equipment and software instructions. Explains and demonstrates installation of data communication lines and equipment to operators, using hand-tools and following vendor manuals. Enters diagnostic commands into equipment and determines nature of problem to assist operators in resolving data communication problems. Enters record of actions taken to resolve problem in daily log.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F04

**COMMERCIAL JOB TITLE:** Data Communications Control Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Monitors, installs and troubleshoots data communications network to ensure that network is available to all system users and resolves data communications problems. Calls service technician for service when problem cannot be resolved. Monitors data communications traffic, records problems and actions taken in tracking system. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May train staff and users to use equipment. May coordinate installation or install communications lines, network cabling, and communication devices. Explains data communications diagnostic and monitoring procedures to operators, using computer terminal and following vendor's equipment and software instructions. Explains and demonstrates installation of data communication lines and equipment to operators, using hand-tools and following vendor manuals. Enters diagnostic commands into equipment and determines nature of problem to assist operators in resolving data communication problems. Enters record of actions taken to resolve problem in daily log. Briefs management and client on data
communications problems and actions taken to resolve. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** F05

**COMMERCIAL JOB TITLE:** Communications Manager

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Responsible for a wide variety of communications services. Oversees installation, monitoring and maintenance of communications equipment and lines such as data terminals, phone systems, Internet and network interface systems, etc. Responsible for appropriate upgrades including negotiating with vendors. Typically reports to the facilities manager and interfacing closely with personnel responsible for engineering, managing and operating networks and Internet systems.

**MINIMUM EDUCATION:** Associate’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

**SERVICE CODE:** F06

**COMMERCIAL JOB TITLE:** Network Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to fiber optics cable.

**FUNCTIONAL RESPONSIBILITY:** Works under supervision to perform a variety of network engineering tasks concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Network Engineer. Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Participates in network installations and site surveys. Often works as part of a network installation team. Assists in the preparation of drawing and documenting configuration changes. Assists in designing and optimizing networks. With only occasion technical guidance, installs, removes, troubleshoots and repairs data communications lines and equipment. Supports the technical/engineering part of a networking project assigned to higher-level technicians or engineers.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.
SERVICE CODE: F07

COMMERCIAL JOB TITLE: Network Technician II

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last five years, and applicable certifications such as those applicable to fiber optics cable.

FUNCTIONAL RESPONSIBILITY: Performs a variety of network engineering tasks that are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Network Engineer. Supports the planning and performance of network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Organizes, directs and participates in network installations and site surveys. Assesses and documents current site network configuration and user requirements. Prepares drawings and documents configuration changes. Prepares installation and test reports. Assesses and documents current network configuration and user requirements. Directs and leads preparation of engineering plans and installation. Directs and leads preparation of drawings documenting configuration changes. Designs and optimizes networks. Installs, removes, troubleshoots and repairs data communications lines and equipment. May function as a technical lead for more junior technicians.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: F08

COMMERCIAL JOB TITLE: Network Manager/Administrator

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Responsible for developing, evaluating and maintaining the configuration and operation of Local Area Networks (LAN) and Wide Area Networks (WAN), and supporting telecommunications systems. Responsible for implementing, archiving, backup, and restoration procedures. Performs capacity analysis and optimization studies. Researches and evaluates new LAN and WAN products to determine to enhance network performance. Recommends purchase, configuration, and installation of hardware, software and telecommunication equipment. Manages LAN and WAN security and network performance. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and client objectives. Develops and writes procedures for installation, use and solving problems of communications hardware and software. Instructs users in use of equipment. May oversee or assist in installation of communications hardware components. May oversee and participate in the design, creation and maintenance of Internet products and systems.

MINIMUM EDUCATION: Associate’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.
SERVICE AREA: G – User Tech Support Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: G01
COMMERCIAL JOB TITLE: Help Desk Specialist I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last two years.

FUNCTIONAL RESPONSIBILITY: Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Applies understanding of computer software and hardware to resolves problems of internal users by performing the following duties. Receives telephone calls from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, and operating systems. Determines whether problem is caused by software or hardware such as processor, hard disk, network cards, modem, printer, and cables. Coordinates with other co-workers, or works with Computer User Support Analysts or other specialists to determine problem and find solutions. For common office automation type software, writes or revises user training manuals and procedures; develops training materials such as exercises and visual displays; and trains users on software and hardware on-site or in classroom.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: G02
COMMERCIAL JOB TITLE: Help Desk Specialist II

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Applies understanding of computer software and hardware to resolves problems of internal users by performing the following duties. Receives telephone calls from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, and operating systems. Determines whether problem is caused by software or hardware such as processor, hard disk, network cards, modem, printer, and cables. Coordinates with other co-workers, or works with Computer User Support Analysts or other specialists to determine problem and find solutions. For common office automation type software writes or revises user training manuals and procedures; develops training materials such as exercises and visual displays; and trains users on software and hardware on-site or in classroom. May function as a technical lead for more junior Help Desk Specialist.

MINIMUM EDUCATION: High school diploma with vocational training desirable.
SERVICE CODE: G03

COMMERCIAL JOB TITLE: Computer User Support Analyst

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Investigates and resolves computer software and hardware problems of users that are beyond the scope of a typical help desk function. May perform this service directly with the user or in support of a help desk. Receives telephone calls from the help desk or from users having problems using computer software and hardware or asking how to use specific software, such as statistical, graphics, data base, printing, word processing, programming languages, electronic mail, and operating systems. Talks to user to learn procedure sequence followed and source of error. Answers questions, applying knowledge of computer software, hardware, and procedures. Asks user with problem to use telephone and participate in diagnostic procedures, using diagnostic software, or by listening to and following instructions. Determines whether problem is caused by hardware, such as modem, printer, cables, or telephone. Talks with coworkers to research problem and find solution. Talks to programmers to explain software errors or to recommend changes to programs. Calls software and hardware vendors to request service regarding defective products. May test software and hardware to evaluate ease of use and whether product will aid user in performing work. May write software and hardware evaluation and recommendation for management review. May write or revise user training manuals and procedures. May develop training materials, such as exercises and visual displays. May train users on software and hardware on-site or in classroom, or recommend outside contractors to provide training. May install microcomputers, software, and peripheral equipment, following procedures and using. May work as an in-house consultant and research alternate approaches to existing software and hardware when standardized approaches cannot be applied. May conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis. May specialize by type of software, computer language, or computer operating system.

MINIMUM EDUCATION: Associate’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: G04

COMMERCIAL JOB TITLE: Help Desk Supervisor

MINIMUM/GENERAL EXPERIENCE: Two years direct experience in the last three years.

FUNCTIONAL RESPONSIBILITY: Manages the help desk function and personnel. Supervises and coordinates activities of employees who provide problem-solving support to computer users. Assists others in solving non-routine software, hardware, and procedure problems, using computer and manuals. Coordinates with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware. Writes recommendations for management and client review. Coordinates installation of hardware and software, and implementation of procedure changes. Helps desk
personnel serve as the first point of contact for troubleshooting hardware/software, PC and printer problems.

**MINIMUM EDUCATION:** Associate’s Degree in a relevant discipline. With at least six years of general experience of which four years is directly related experience, a degree is not required.
SERVICE AREA: H – Technician Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: H01

COMMERCIAL JOB TITLE: Electronics/Computer Technician I

MINIMUM/GENERAL EXPERIENCE: Two years direct experience in the last three years, and applicable certifications such as those applicable to printed circuit board repair.

FUNCTIONAL RESPONSIBILITY: At the basic level performs fabrication, integration, test, evaluation and repair tasks for electronic and electro-mechanical systems to include printed circuit board repair. Performs installation, troubleshooting and test efforts. May analyze, repair, and test electronic circuit card assemblies to the component levels. Also installs, modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. Receives guidance as required from higher-level technicians.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: H02

COMMERCIAL JOB TITLE: Electronics/Computer Technician II

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last six years, and applicable certifications such as those applicable to printed circuit board repair.

FUNCTIONAL RESPONSIBILITY: With minimal guidance, leads and performs at a moderately complex level, the fabrication, integration, test, evaluation and repair tasks for electronic and electro-mechanical systems to include printed circuit board repair. Performs installation, troubleshooting and test efforts. Analyzes, repairs, tests and documents electronic circuit card assemblies to the component levels. Also installs, modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. May function as a technical lead for more junior technicians.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: H03

COMMERCIAL JOB TITLE: Electronics/Computer Technician III

MINIMUM/GENERAL EXPERIENCE: Six years direct experience in the last eight years, and applicable certifications such as those applicable to printed circuit board repair.
**FUNCTIONAL RESPONSIBILITY:** With minimal technical guidance leads and performs technically advanced, multiple tasks in the fabrication, integration, test, evaluation and repair of electronic and electro-mechanical systems. Analyzes, repairs, tests and documents electronic circuit card assemblies to the component levels. Plans and leads installation, troubleshooting and test efforts at field and shipboard sites. Plans and supervises operator/maintenance training during installations and site visits. Deals with repairs referred by a microcomputer technician. Additionally, installs, modifies, troubleshoots and repairs computer hardware and software systems. Provides technical assistance and training to computer system users. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** H04

**COMMERCIAL JOB TITLE:** Engineering Technician I

**MINIMUM/GENERAL EXPERIENCE:** Two years direct experience in the last three years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Work pertains to the electrical, electronic or mechanical components or equipment, which are often integral parts of information technology systems. Performs simple or routine tasks in assembling, installing and testing as well as gathering and maintaining specified records of engineering data.

**MINIMUM EDUCATION:** High School diploma with vocational training desirable.

**SERVICE CODE:** H05

**COMMERCIAL JOB TITLE:** Engineering Technician II

**MINIMUM/GENERAL EXPERIENCE:** Four years direct experience in the last five years, and applicable certifications such as those applicable to printed circuit board repair.

**FUNCTIONAL RESPONSIBILITY:** Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Performs assignments, which are not completely standardized or prescribed. Typical duties include: construction and troubleshooting of, and correcting malfunctions on, components, subassemblies or simple models; following specific layouts and engineering diagrams to construct and package simple devices and subassemblies; conducting various tests or experiments which may require minor modifications in test setups or procedures; setting up and operating standard test equipment and recording test data; extracting and compiling a variety of engineering data to include selecting methods of data presentation; and assisting engineers in design modification. May function as a technical lead for more junior technicians.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.
SERVICE CODE: H06

COMMERCIAL JOB TITLE: Engineering Technician III

MINIMUM/GENERAL EXPERIENCE: Six years direct experience in the last eight years, and applicable certifications such as those applicable to printed circuit board repair.

FUNCTIONAL RESPONSIBILITY: Provides semiprofessional technical support for engineers working in areas such as research, design, development, testing, etc. Performs non-routine and complex assignments involving responsibility for planning and conducting a complete project. Selects and adapts plans, techniques, designs and layouts. Contacts technical personnel in related activities to resolve problems and coordinate work. Provides technical guidance to lower level technicians and reviews and integrates their work. May design, develop and construct major units, devices or equipment; conducts test or experiments and after analyzing the results, redesigns or modifies equipment to improve performance; analyzes technical data to determine applicability to design problems; plans or assists in planning tests to evaluate equipment performance. Conducts tests using all types of instruments; and analyzes, evaluates and reports results. May function as a technical lead for more junior technicians.

MINIMUM EDUCATION: High school diploma with vocational training desirable.
SERVICE AREA: I – System Security Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: I01
COMMERCIAL JOB TITLE: Program Security Specialist

MINIMUM/GENERAL EXPERIENCE: At least five years experience in security, with experience in at least three different security disciplines, one of which must be automated information systems (AIS). Some experience with Special Access Programs may be required. Current SSBI may be required.

FUNCTIONAL RESPONSIBILITY: Maintain security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintain and distribute security related documentation to appropriate government and contractor customers/employees. Provide training to customers and users when required. Prepare and present security information, reports, and briefings for management and conferences. Provide security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manage the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicate with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provide briefings and presentations to management and users regarding computer security issues.

MINIMUM EDUCATION: Associate’s Degree. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: I02
COMMERCIAL JOB TITLE: Security Risk/Threat Specialist I

MINIMUM/GENERAL EXPERIENCE: Three years direct experience, in the last five years.

FUNCTIONAL RESPONSIBILITY: Under limited supervision, designs and conducts surveys of client processes, operations, infrastructure, and operating environment; identifies critical information that must be protected; identifies hostile threats to and vulnerabilities of client processes, operations, and infrastructure; using both proprietary and non-proprietary tools, performs a detailed risk assessment of client activities; employs innovative problem solving skills to assist the client in developing and implementing mitigation measures. When requested, provides risk and security education, training, and awareness services to client personnel. Advises and trains customers and/or performs task to provide a comprehensive asset protection program. Evaluate customer IT threat environment and make recommendations.
MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: I03

COMMERCIAL JOB TITLE: Security Risk/Threat Specialist II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience, in the last seven years.

FUNCTIONAL RESPONSIBILITY: Conduct surveys of client processes, operations, and infrastructure to identify critical information that must be protected; identifies hostile threats to and vulnerabilities of client processes, operations and infrastructure; performs risk assessments of client activities using proprietary tools; and in the development and implementation of mitigation measures. Performs system security analyses on company and client networks and automated information systems (AIS); provides guidance, training, research, and recommendations on client networks and AIS; performs security audits, evaluations, and risk assessments of complex operational data processing communications systems and facilities and provides recommendations for countering detected vulnerabilities; conducts security and internal control reviews of sensitive applications software; conducts specific technical reviews to support non-standard operational requirements and systems; assist in the design, development, and maintenance of unique security tools and techniques for conducting computer and communications security evaluations and risk assessments; provide technical computer and communications security assistance; provide expert assistance and recommendations in the field of trusted computer systems and networks; conduct security tests, certifications, and evaluations of applications and systems processing sensitive or classified information; assist in the development of requirements and specifications for reviewing and approving procurement requests, major systems development activities, telecommunications and teleprocessing hardware and software, and hardware and software encryption techniques on the basis of security concerns; and assess technology to ensure that security vulnerabilities are identified and countered. May supervise the activities of more junior Security Risk/Threat Specialists assigned to the project.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: I04

COMMERCIAL JOB TITLE: System Security Engineer I

MINIMUM/GENERAL EXPERIENCE: Three years direct experience, in the last five years.

FUNCTIONAL RESPONSIBILITY: Advises customer and/or performs tasks to ensure cost-effective system design and development, with integrated/embedded security features that are compliant with required certification/accreditation standards. May be required to evaluate, develop, recommend, test,
modify, and change software/hardware configurations in order to meet government service level computer security requirements.

**MINIMUM EDUCATION:** Bachelor’ Degree in a relevant discipline and formal AIS security training. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

**SERVICE CODE:** I05

**COMMERCIAL JOB TITLE:** System Security Engineer II

**MINIMUM/GENERAL EXPERIENCE:** Five years direct experience, in the last seven years.

**FUNCTIONAL RESPONSIBILITY:** Advises customer and/or performs tasks to ensure cost-effective system design and development, with integrated/embedded security features that are compliant with required certification/accreditation standards. May be required to evaluate, develop, recommend, test, modify, and change software/hardware configurations in order to meet government service level computer security requirements. May supervise more junior System Security Engineers.

**MINIMUM EDUCATION:** Bachelor’s Degree and formal AIS security training. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.
SERVICE AREA: J – Expert Services

LABOR CATEGORY DESCRIPTIONS:

SERVICE CODE: J01

COMMERCIAL JOB TITLE: Technology Consultant I

MINIMUM/GENERAL EXPERIENCE: Minimum of ten years experience in the industry and five years direct experience in the last eight years in the applicable subject matter. Must be a recognized expert in his/her field of expertise.

FUNCTIONAL RESPONSIBILITY: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex concept, planning, design, or implementation problems. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop strategic migration and planning documents. May serve as the senior technical architect or advisor for strategies for designing and implementing complex systems involving information processing, communications and networking. Knowledgeable of state-of-the-art or emerging technologies and methodologies. May serve as the expert who analyzes user needs to determine functional requirements as they apply to ADP equipment or solutions. Works with engineers and technical analysts to incorporate the functional requirements into new or existing systems. May remain involved through the system design and implementation.

MINIMUM EDUCATION: Bachelor’s Degree. With at least 12 years of general experience of which ten years is directly related experience, a degree is not required.

SERVICE CODE: J02

COMMERCIAL JOB TITLE: Technology Consultant II

MINIMUM/GENERAL EXPERIENCE: Minimum of 15 years experience in the industry and seven years direct experience in the last ten years in the applicable subject matter. Must be a recognized expert in his/her field of expertise.

FUNCTIONAL RESPONSIBILITY: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex concept, planning, design, or implementation problems. Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise.
Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop strategic migration and planning documents. May serve as the senior technical architect or advisor for strategies for designing and implementing complex systems involving information processing, communications and networking. Knowledgeable of state-of-the-art or emerging technologies and methodologies. May serve as the expert who analyzes user needs to determine functional requirements as they apply to ADP equipment or solutions. Works with engineers and technical analysts to incorporate the functional requirements into new or existing systems. May remain involved through the system design and implementation.

MINIMUM EDUCATION: Advanced degree in a relevant discipline. With at least 18 years of general experience of which 12 years is directly related experience, an advanced degree is not required.

SERVICE CODE: J03

COMMERCIAL JOB TITLE: Subject Matter Expert

MINIMUM/GENERAL EXPERIENCE: Five years direct experience, in the last seven years.

FUNCTIONAL RESPONSIBILITY: Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic E-mail, Modeling and Simulation, Data Storage and Retrieval, etc.

MINIMUM EDUCATION: Bachelor’s Degree. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: J04

COMMERCIAL JOB TITLE: Subject Matter Expert II

MINIMUM/GENERAL EXPERIENCE: Eight years direct experience, in the last ten years.

FUNCTIONAL RESPONSIBILITY: Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval, etc.
**MINIMUM EDUCATION:** Bachelor’s Degree. With at least 15 years of general experience of which 12 years is directly related experience, a degree is not required.

**SERVICE CODE:** J05

**COMMERCIAL JOB TITLE:** Subject Matter Expert III

**MINIMUM/GENERAL EXPERIENCE:** Twelve years direct experience, in the last 15 years.

**FUNCTIONAL RESPONSIBILITY:** Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval, etc.

**MINIMUM EDUCATION:** Advanced degree in a relevant discipline. With at least 18 years of general experience of which 15 years is directly related experience, an advanced degree is not required.
SERVICE AREA: K - Other Professional Support Services

LABOR CATEGORY DESCRIPTIONS

SERVICE CODE: K01
COMMERCIAL JOB TITLE: Technical Training Specialist I
MINIMUM/GENERAL EXPERIENCE: Three years direct experience, in the last five years.

FUNCTIONAL RESPONSIBILITY: The Training Specialist conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: K02
COMMERCIAL JOB TITLE: Technical Training Specialist II
MINIMUM/GENERAL EXPERIENCE: Five years direct experience, in the last eight years.

FUNCTIONAL RESPONSIBILITY: The Training Specialist conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials by interfacing with subject matter experts (course outline, background material, training aids, tests, etc.). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, on-the-job training and/or computer based/computer aided training. Uses a variety of training evaluation methods to determine training effectiveness. May supervise more junior Training Specialists.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: K03
COMMERCIAL JOB TITLE: Computer-Based Training Specialist I
MINIMUM/GENERAL EXPERIENCE: Three years direct experience, in the last five years.

FUNCTIONAL RESPONSIBILITY: Working with training specialists and subject matter experts, designs and authors computer-based training programs using authoring systems such as Authorware, Toolbook and Icon Author for platforms such as CD-ROM, Internet, and Interactive Videodisc (IVD).

MINIMUM EDUCATION: Associate’s degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: K04

COMMERCIAL JOB TITLE: Computer-Based Training Specialist II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience, in the last eight years.

FUNCTIONAL RESPONSIBILITY: Working with training specialists and subject matter experts, designs and authors computer-based training programs using authoring systems such as Authorware, Toolbook and Icon Author for platforms such as CD-ROM, Internet, and Interactive Videodisc (IVD). May supervise more junior Training Specialists.

MINIMUM EDUCATION: Bachelor’s degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: K05

COMMERCIAL JOB TITLE: Technical Writer I

MINIMUM/GENERAL EXPERIENCE: Three years direct experience, in the last five years.

FUNCTIONAL RESPONSIBILITY: Performs research and writes a variety of technical copy for professional documents, including program reports and procedures, documentation, training materials, including analysis and compilation of diverse policy, technical, statistical, demographic, and financial information. Participates on documentation production teams.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: K06

COMMERCIAL JOB TITLE: Technical Writer II

MINIMUM/GENERAL EXPERIENCE: Five years direct experience, in the last eight years.
FUNCTIONAL RESPONSIBILITY: Performs research and writes a wide variety of technical copy for professional documents, including program reports and procedures, documentation, training materials, including analysis and compilation of diverse policy, technical, statistical, demographic, and financial information. Leads documentation production teams. May direct the work of more junior technical writers.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: K07

COMMERCIAL JOB TITLE: Library Technician/Document Control Clerk (Computer Data Library Operator)

MINIMUM/GENERAL EXPERIENCE: Two years direct experience, in the last three years.

FUNCTIONAL RESPONSIBILITY: Follows an established system to catalog, store, organize and retrieve technical books, manuals, user’s guides, documentation, computer data (on tape, magnetic, and other storage media), engineering drawings, etc. Assists users in locating and obtaining materials. Issues materials upon request. Performs support functions such as maintaining the card catalog (often computer-based), answering routine questions, examining returned materials for damage or excessive wear to determine need for replacement, referring persons requiring professional assistance to a Librarian, manning the circulation desk, repairing or replacing materials as needed, etc. May process ECOs (Engineering Change Orders). May function as a Computer Data Library Operator in support of computer system operations.

MINIMUM EDUCATION: High school diploma.

SERVICE CODE: K08

COMMERCIAL JOB TITLE: Technical Librarian/Document Control Manager

MINIMUM/GENERAL EXPERIENCE: At least three years of direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Maintains library type collections of technical books, manuals, user’s guides, documentation, computer data on tape, magnetic, and other storage media. Establishes a standardized (and frequently computer-based) storage, cataloging, circulation, updating and retrieval system. Ensures that master drawing files and history files are accurate, current and that effective control over drawing and other documents is maintained. Establishes policies and disseminates information on library activities, facilities, rules and services. Assists users in locating and obtaining materials such as the use of various reference sources. May select, order, catalog and classified materials. May implement and administer the ECO (Engineering Change Order) systems.
MINIMUM EDUCATION: Bachelor’s degree in a relevant discipline. Does not need to be a certified Librarian, which requires a Master’s degree in library science. With at least eight years of general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: K09

COMMERCIAL JOB TITLE: Logistician

MINIMUM/GENERAL EXPERIENCE: Five years direct experience in the last eight years.

FUNCTIONAL RESPONSIBILITY: Performs logistics support analyses, level of repair analyses, integrated logistic support planning, and other ILS related documentation. Requires experience with government regulations, manuals, technical orders, standards and industrial publications related to logistics such as MIL-STD-1369 and MIL-STD-1388/1. Plans and executes logistics support needed to field information technology and supporting communications systems. Thorough knowledge of Government regulations, manuals, technical orders, standards, and industrial publications related to logistics support.

MINIMUM EDUCATION: Bachelor’s Degree in a relevant discipline. With at least ten years of general experience of which eight years is directly related experience, a degree is not required.

SERVICE CODE: K10

COMMERCIAL JOB TITLE: Logistics Technician

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years

FUNCTIONAL RESPONSIBILITY: Under the guidance of a logistician, assists in logistics support analyses, level of repair analyses, integrated logistic support planning, and other ILS related documentation. Requires experience with government regulations, manuals, technical orders, standards and industrial publications related to logistics such as MIL-STD-1369 and MIL-STD-1388/1. Assists in planning and executing logistics support needed to field information technology and supporting communications systems. Knowledge of Government regulations, manuals, technical orders, standards, and industrial publications related to logistics support.

MINIMUM EDUCATION: High school diploma.

SERVICE CODE: K11

COMMERCIAL JOB TITLE: Electronic Publishing Specialist
MINIMUM/GENERAL EXPERIENCE: A minimum of three years of direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: The Electronic Publishing Specialist performs high-level electronic publishing. Prepares style sheets, operates software programs such as the GPO electronic publishing system and desktop software programs, such as WORD for Windows, Pagemaker, and Ventura. Keys in and verifies a wide variety of administrative and technical data, performs system backups, and prepares draft and final publications. Provides training and technical assistance to users on document layout, styles, fonts, software/hardware operation procedures, and producing draft and final publications of administrative and technical documents.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: K12

COMMERICAL JOB TITLE: Graphics Artist/Illustrator I

MINIMUM/GENERAL EXPERIENCE: Two years direct experience within the last five years.

FUNCTIONAL RESPONSIBILITY: Creates a variety of technical illustrations and graphics for various company publications. Performs design, artwork and documentation layout including on-line, interactive, World Wide Web documents. Assists in the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Uses a variety of graphics production equipment and tools. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Demonstrates creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Uses available software tools to resolve complex design problems. Provides production support and performs other administrative tasking as required.

MINIMUM EDUCATION: High school diploma with vocational training.

SERVICE CODE: K13

COMMERICAL JOB TITLE: Graphics Artist/Illustrator II

MINIMUM/GENERAL EXPERIENCE: Four years direct experience in the last six years

FUNCTIONAL RESPONSIBILITY: Creates a wide variety of technical illustrations and graphics for various company publications. Performs design, artwork and documentation layout including on-line, interactive, World Wide Web documents. Assists in the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Uses a wide range of graphics production equipment and tools. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Demonstrates creativity and resourcefulness and the regular use of independent judgment when interfacing with
customers and staff. Uses available software tools to resolve complex design problems. Provides
production support and performs other administrative tasking as required. May direct more junior
Graphics Artists/Illustrators.

MINIMUM EDUCATION: Associate’s Degree with vocational training. With at least eight years of
general experience of which six years is directly related experience, a degree is not required.

SERVICE CODE: K14

COMMERCIAL JOB TITLE: Data Specialist I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last two years.

FUNCTIONAL RESPONSIBILITY: Enters a wide variety of source documents such as computer-
generated reports, program coding sheets, and other narrative and statistical information using PC-based
database management software. Examines and sorts documents by subject matter, category, or other
specified manner. In accordance with established procedures, reviews source documents for
completeness and accuracy. Detects and rejects illegible or incomplete source documents and
information. Following detailed instructions collects and organizes management and technical data for
entry into reports and databases in prescribed formats. Keys data at an average rate with good accuracy.
Verifies accuracy and corrects data using automated data edit reports if possible. Reviews and annotates
data sheets, reports, and other documents for data entry technicians. Maintains records covering
verification statistics.

MINIMUM EDUCATION: High school diploma.

SERVICE CODE: K15

COMMERCIAL JOB TITLE: Data Specialist II

MINIMUM/GENERAL EXPERIENCE: Two years direct experience in the last three years.

FUNCTIONAL RESPONSIBILITY: Enters a wide variety of source documents such as computer-
generated reports, program coding sheets, and other narrative and statistical information using PC-based
database management software. Examines and sorts documents by subject matter, category, or other
specified manner. In accordance with established procedures, reviews source documents for
completeness and accuracy. Detects and rejects illegible or incomplete source documents and
information. Following instructions, collects and organizes management and technical data for entry into
reports and databases in prescribed formats. Keys data very rapidly with a high degree of accuracy.
Verifies accuracy and corrects data using automated data edit reports if possible. Reviews and annotates
data sheets, reports, and other documents for data entry technicians. Maintains records covering
verification statistics. May direct more junior Data Specialists.

MINIMUM EDUCATION: High school diploma.
SERVICE CODE: K16

COMMERCIAL JOB TITLE: Administrative Support Specialist I

MINIMUM/GENERAL EXPERIENCE: One year direct experience within the last two years.

FUNCTIONAL RESPONSIBILITY: Prepares various technically oriented documents such as reports, general correspondence, form letters, etc. which may include text, tables, and matrices. Work requires skill in typing; a knowledge of grammar; punctuation and spelling; and ability to use software reference guides and equipment operator manuals. Must know the basic functions of different types of software. Performs other clerical and administrative tasks as directed. Seeks further instructions for assignments requiring deviations from established procedures.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: K17

COMMERCIAL JOB TITLE: Administrative Support Specialist II

MINIMUM/GENERAL EXPERIENCE: Three years direct experience in the last five years.

FUNCTIONAL RESPONSIBILITY: Prepares a wide range of technically oriented documents such as reports, general correspondence, form letters, etc. which may include text, tables, and matrices. Work requires skill in typing; a knowledge of grammar; punctuation and spelling; and ability to use software reference guides and equipment operator manuals. Must know the varied and advanced functions of different types of software. Performs other clerical and administrative tasks as directed. Supervisor sets priorities and deadlines, but independently completes assignments and resolves problems. May lead lower level Administrative Support Specialists.

MINIMUM EDUCATION: High school diploma with vocational training desirable.

SERVICE CODE: K18

COMMERCIAL JOB TITLE: Administrative Assistant I

MINIMUM/GENERAL EXPERIENCE: One year direct experience in the last three years.

FUNCTIONAL RESPONSIBILITY: Follows specific directions exercising little judgment to provide administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to assisting in, documentation planning and support, project
administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc.

**MINIMUM EDUCATION:** High school diploma with vocational training desirable.

**SERVICE CODE:** K19

**COMMERCIAL JOB TITLE:** Administrative Assistant II

**MINIMUM/GENERAL EXPERIENCE:** Three years direct experience in the last five years.

**FUNCTIONAL RESPONSIBILITY:** Provides administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. Exercises judgment in accomplishing tasking, and works somewhat independently.

**MINIMUM EDUCATION:** High school diploma with vocational training.

**SERVICE CODE:** K20

**COMMERCIAL JOB TITLE:** Administrative Assistant III

**MINIMUM/GENERAL EXPERIENCE:** Six years direct experience in the last eight years.

**FUNCTIONAL RESPONSIBILITY:** Specializes in coordinating and planning office administration and support. Fully understands and provides administrative-type support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. required in changing office environments. May report directly to a client, usually at the client location, to support its operations as required. May perform other duties as assigned. Exercises judgment in accomplishing tasking, and works independently. May direct more junior Administrative Assistants.

**MINIMUM EDUCATION:** High school diploma with vocational training.

**SERVICE CODE:** K21
COMMERCIAL JOB TITLE: Microsoft Office Specialist

MINIMUM/GENERAL EXPERIENCE: Six years direct experience in the last eight years.

FUNCTIONAL RESPONSIBILITY: Fully understands the suite of Microsoft Office products and provides support to technical and management-level personnel to include project support in areas of program management, project control, report generation, scheduling and financial management. This includes, but is not limited to, documentation planning and support, project administration, executive secretarial support, human resource planning, event planning and administration, travel arrangements, conference/meeting support, office relocation planning, etc. required in changing office environments. May report directly to a client, usually at the client location, to support its operations as required. May perform other duties as assigned. Exercises judgment in accomplishing tasking, and works independently. May direct Administrative Assistants.

MINIMUM EDUCATION: Microsoft Office Specialist Training and MOS Certification.
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